V7350 IP Messaging User Guide - 3Com Native Interface

3Com® Convergence Application Suite
IP Messaging Module Release 5.2
System Release 5.2

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3Com Corporation
350 Campus Drive
Marlborough, MA
01752-3064

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About This Guide

This guide describes how to use the messaging features of the IP Messaging Module of the 3Com® Convergence Applications Suite.

This guide is intended for subscribers who want to set up and use IP Messaging messaging features on a supported 3Com VCX V7000 telephones. No special knowledge is required or assumed.

This guide describes the voice prompt menu system provided by the 3Com native Telephone User Interface (TUI). If your administrator has enabled the traditional TUI (based on the Octel voice prompt menu system), refer to the *V7350 IP Messaging User Guide - Traditional Interface*.

Release Notes are issued with some products. If the information in the release notes differs from the information in this guide, follow the instructions in the release notes.

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Conventions

This section describes notice, text, and figure conventions.

Notices

Table 1 describes notice icons.

Table 1 Notice Icon Descriptions

Icon	Notice Type	Description
	Information note	Information that describes important features or instructions.
	Caution	Information that alerts you to potential loss of data or potential damage to an application, system, or device.
	Warning	Information that alerts you to potential personal injury

Text

Table 2 describes text conventions.

Table 2 Text Convention Descriptions

Convention	Description
`Screen displays`	This typeface represents information as it appears on the screen.
`Commands`	The word "command" means that you must enter the command exactly as shown and then press Return or Enter. Commands appear in bold. Example: To remove the IP address, enter the following command: **`SETDefault !0 -IP NETaddr = 0.0.0.0`**
Keyboard key names	If you must press two or more keys simultaneously, the key names are linked with a plus sign (+). Example: Press Ctrl+Alt+Del
Words in *italics*	Italics are used to: ■ Emphasize a point. ■ Denote a new term at the place where it is defined in the text. ■ Identify menu names, menu commands, and software button names. Examples: From the *Help* menu, select *Contents*. Click *OK*.

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Figures This guide provides figures and screen captures that contain sample data. This data may vary from the data on an installed system.

Related Documentation

These 3Com documents contain additional information about the products in this release that are a part of or support the VCX™ V7000 IP Telephony Solution and the 3Com Convergence Application Suite.

The following documents are a part of the VCX V7000 IP Telephony Solution:

- *VCX Installation and Maintenance Guide*
- *VCX Administration Guide*
- *VCX Business Telephone Quick Reference Guide*
- *VCX Basic Telephone Quick Reference Guide*
- *V7000 Telephone Guide*
- *VCX Security Guide*

The following documents are a part of the 3Com Convergence Application Suite:

- *V7350 IP Messaging Suite Product Overview*
- *V7350 IP Messaging Suite Installation Guide*
- *V7350 IP Messaging - 3Com Native Interface AT - A - GLANCE*
- *V7350 IP Messaging Suite User Guide - 3Com Native Interface*
- *V7350 IP Messaging - Traditional Interface AT - A - GLANCE*
- *V7350 IP Messaging Suite User Guide - Traditional Interface*
- *V7350 IP Messaging Suite Operations and System Administration Guide*
- *3Com E-Mail Reader Application ReadMe*
- *V7350 IP Messaging Suite Intelligent Mirroring Guide*
- *IP Conferencing Module Installation Guide*
- *IP Conferencing Module User and Administration Guide*
- *Convergence Center Client User and Administration Guide*

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The following documents provide information on products that support this release:

- *Enterprise Management Suite User Guide*, Version 2.0
- *VCX V7111 Fast Track Installation Guide*
- *VCX V7111 VoIP SIP Gateways User Manual*
- *VCX V7122 Gateway Fast Track Installation Guide*
- *VCX V7122 VoIP SIP Gateways User Manual*

Comments

Send e-mail comments about this guide or about any Voice product documentation to:

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- Your name and organization (optional)

Example:

VCX V7350 IP Messaging User Guide - 3Com Native Interface System Release 5.2
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Page 25

Please address all questions regarding the 3Com software to your authorized 3Com representative.

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1 GETTING STARTED

This chapter describes how to get started with the IP Messaging Module component of the 3Com® Convergence Applications Suite and contains the following topics:

- Accessing the TUI
- Accessing the IP Messaging Web Interface

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Accessing the TUI

This section describes how to initialize and then access your mailbox through your phone's Telephone User Interface (TUI).

This guide describes the TUI (voice prompt menu system) provided by the 3Com native interface. Your administrator specifies the TUI available on your telephone during IP Messaging configuration. If your administrator has enabled the traditional TUI (based on the Octel voice prompt menu system), refer to the V7350 IP Messaging User Guide - Traditional Interface.

Initializing Your Mailbox

To initialize your mailbox:

1. Dial the IP Messaging access number or press **MSG**.
2. At the password prompt, enter the default password.

   The default password is the last 4 digits of the mailbox number. If the mailbox number is only 3 digits, then the password is the mailbox number.

   The voice prompt describes the initialization process and introduces the Setup Assistant function.
3. Follow the voice prompts:
   - **a** To enter a password (from 4 to 15 digits)
   - **b** To record a name announcement
   - **c** To record a personal greeting

   Next, the voice prompt system presents the Main menu. For a description of Main menu options, see Accessing Your Mailbox.

Standard Key Functions

Table 3 lists the standard key functions; these keys always have the same function and are accessible from any menu.

Table 3 Standard Keys

Key	Function	Description
[0]	**HELP**	Provides information about the options in the current menu.
[*]	**CANCEL**	Cancels the current function and returns to the previous menu.

(continued)

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Table 3 Standard Keys

Key	Function	Description
[#]	**ACCEPT/SKIP**	Accepts the current operation or skips to the next step.

Accessing Your Mailbox

To access your mailbox after it is initialized:

1. Press **MSG**.
2. At the prompt, enter your password.

   The prompt system presents the following Main menu options:

   a To listen to messages, press **[1]**.

   See Listening to Messages.

   This option is available only if there are messages in your inbox.

   b To send messages, press **[2]**.

   See Sending Messages.

   c For Find Me Follow Me (FMFM) options, press **[3]**.

   FMFM must enabled by your administrator and you must configure your personal settings. See Chapter 4.

   d To generate a delivery report, press **[4]**.

   See Sending Messages and Using Delivery Reports.

   e To place a call, press **[6]**.

   See Placing a Call.

   f To access shortcut key combinations, first press **[7]**, then press one of the following keys (the prompt system does *not* announce option **[7]** but it is available):

   - **[1]** — To record a personal greeting
   - **[2]** — To override a personal greeting
   - **[3]** — To autoplay new messages
   - **[4]** — To change the default fax number
   - **[5]** — To print new faxes
   - **[9]** — To define a macro
   - **[#]** — To run the macro

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- **[0]** — To access HELP for the shortcut keys

g To access the Set up Options menu, press **[9]**.

See Chapter 2.

h To exit, press **[*]**.

i For help, press **[0]**.

j To access the Auto-attendant, press **[00]**.

See Auto-attendant.

The Auto-attendant is NOT a standard key press; you can access the Auto-attendant only from the Main menu.

Accessing the IP Messaging Web Interface

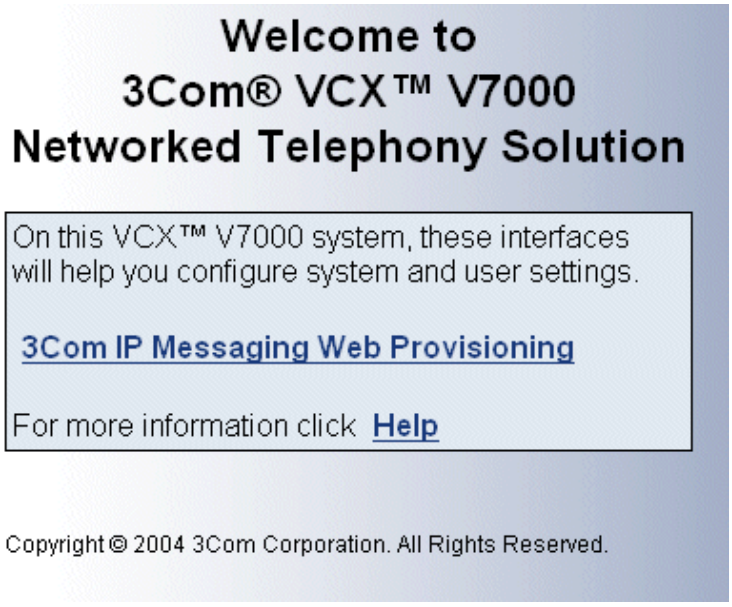
Use the IP Messaging Web Provisioning interface to access mailbox options through a web browser.

To access the IP Messaging web interface:

1 In your web browser's Address text box, enter the IP address of the system on which IP Messaging is installed.

VCX displays the dialog box shown in Figure 1. Note that, depending on how UMS and VCX have been installed, you may also see an option for the **VCX User Interface**.

Figure 1 VCX V7000 User Interface Dialog Box


Welcome to
3Com® VCX™ V7000
Networked Telephony Solution
On this VCX™ V7000 system, these interfaces will help you configure system and user settings.
3Com IP Messaging Web Provisioning
For more information click Help
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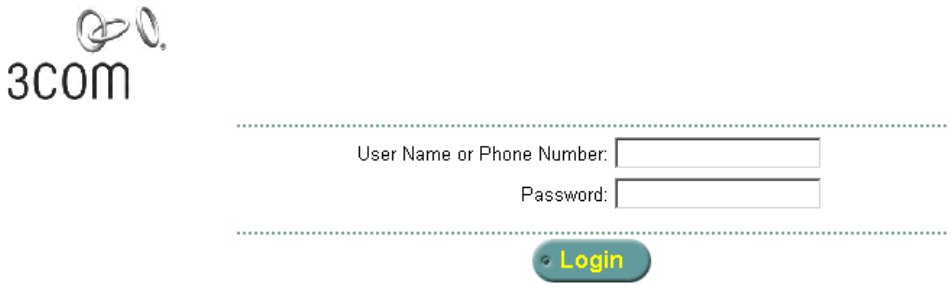
2 Click **3Com UMS Web Provisioning**.

The IP Messaging Login dialog box appears.

Figure 2 Login Screen



3 Enter your user name (or telephone extension) and password.

The password is either the default password (your telephone extension) OR the password that you set up from the TUI.

If you make a mistake when you enter your user name or password, the next screen prompts you to enter them again.

4 From the Login dialog box, click **Login**.

The default page for the IP Messaging Web Provisioning interface appears (see Figure 3 in Chapter 2).

You can now set up messaging (see Chapter 2), view message information (see Chapter 3), and set up Find Me Follow Me (see Chapter 4).

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2 Setting up Messaging Features

This chapter describes how to set up the messaging features using the Setup Options menu from the telephone user interface (TUI) and from the Main menu on the web interface.

This chapter includes the following topics:

- Using the TUI Setup Options Menu
  - Mailbox Setup and Greetings Menu
  - Setting up Greetings
  - Notification
  - Personal Address Book
  - Incoming Call Options
  - Distribution List
  - Message On Demand
  - Auto-attendant
  - Voice Form Mailbox
  - Delivery Reports
  - Multiuser Mailbox
- Using the Web Interface
  - Accessing the Main Menu
  - Mailbox Preferences
  - Scheduled Greetings
  - Notification
  - Personal Address Book
  - Distribution Lists
  - External E-mail

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- Multiuser Mailboxes
- Alias Configuration
- Delivery Options
- Logout

Using the TUI Setup Options Menu

Use the Setup Options menu to set up your messaging features. This section describes all the possible setup options. However, some features must be enabled by your administrator. If disabled, you will not hear a voice prompt for that feature.

To access the Setup Options menu:

1. Log in to the system by dialing the IP Messaging telephone number or press the **MSG** button on the phone.
2. To enter your mailbox, press **[#]**.
3. Enter your mailbox number and press **[#]**.
4. Enter your password.
5. From the Main menu, press **[9]**.

   The TUI presents the **Setup Options** sub-menu.

Mailbox Setup and Greetings Menu

Changing Your Password

To change your password:

1. From the Main menu, press **[9]**.
2. From the Setup Options menu, press **[1]**.
3. From the Mailbox Setup and Greetings menu, press **[1]**.
4. Enter a new password and then press **[#]**.
5. Enter your new password again and then press **[#]**.

   The voice prompt confirms that your password has been changed.

Setting up Greetings

To set up Greetings:

1. From the Main menu, press **[9]**.
2. From the Setup Options menu, press **[1]**.
3. From the Mailbox Setup and Greetings menu, press **[2]**.

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4 Follow the voice prompts to record, review, rerecord, or delete a normal, busy, or extended absence greeting.

Scheduled Personal Greetings

To access the Scheduled Personal Greetings menu:

1 From the Main menu, press **[9]**.

2 From the Setup Options menu, press **[1]**.

3 From the Mailbox Setup and Greetings menu, press **[3]**.

4 Follow the prompts to record, review, rerecord, delete, and override greetings and to review and modify greeting schedules.

Name Announcement

To access the Name Announcement menu:

1 From the Main menu, press **[9]**.

2 From the Setup Options menu, press **[1]**.

3 From the Mailbox Setup and Greetings menu, press **[4]**.

The system prompts you to record your name.

4 Follow the prompts to record and review your name announcement and then to accept, replay, rerecord, or cancel the recording.

Change Review Options

To set up what you hear as you review messages:

1 From the Main menu, press **[9]**.

2 From the Setup Options menu, press **[1]**.

3 From the Mailbox Setup and Greetings menu, press **[6]**.

4 Follow the prompts to enable or disable:

- Hearing the date and time of a message
- Hearing sender information
- Attaching the original message when you reply to a message

Print Options

To set printing options:

1 From the Main menu, press **[9]**.

2 From the Setup Options menu, press **[1]**.

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3 From the Mailbox Setup and Greetings menu, press **[9]**.

4 Follow the prompts to:

- Change your primary fax number.
- Turn cover sheets ON or OFF.
- Change your primary voice number.
- Configure voice, fax, e-mail auto-delivery.

Notification

Use this option to toggle notification on or off. This applies when new messages arrive in your mailbox.

1 From the Main menu, press **[9]**.

2 From the Setup Options menu, press **[2]**.

3 To turn notification OFF if it is ON or to turn it ON if it is OFF, press [**2**].

Personal Address Book

To access the Personal Address Book (PAB) menu:

1 From the Main menu, press **[9]**.

2 From the Setup Options menu, press **[3]**.

3 To hear a summary of this feature, press **[0]**.

Adding New Entries

To add new entries:

1 From the Main menu, press **[9]**.

2 From the Setup Options menu, press **[3]**.

3 From the Address Book menu, press **[2]**.

4 Follow the prompts to:

- Record, accept, replay, or rerecord a name tag for the address book.
- Enter a numeric key to use to access the address book.
- Enter a voice mail number, home phone number, work phone number, personal mobile number, work mobile number, personal fax number, work fax number, pager number, and work pager number.

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Reviewing, Modifying, and Deleting Entries

To review, modify, or delete address book entries:

1. From the Main menu, press **[9]**.
2. From the Setup Options menu, press **[3]**.
3. From the Address Book menu, press **[1]**.
4. Follow the prompts to review, modify, or delete an entry.

Incoming Call Options

Use the this option to toggle the Call-back Number feature on or off. When this feature is turned on, the system prompts callers who leave a message to leave a call-back number.

1. From the Main menu, press **[9]**.
2. From the Setup Options menu, press **[4].**
3. To turn the Call-back feature OFF if it is ON or to turn it ON if it is OFF, press [**4**].

Distribution List

To access the Distribution List Options menu:

1. From the Main menu, press **[9]**.
2. From the Setup Options menu, press **[5]**.
3. To hear a summary of this feature, press **[0]**.

Creating a List

To create a list:

1. From the Distribution List menu, press **[1]**.
2. Follow the voice prompts to:
   - Name the list
   - Record and accept a voice tag
   - Create a destination number

Modifying a List

To modify a list:

1. From the Distribution List menu, press **[2]**.
2. Follow the voice prompts to:
   - Select the list

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- Make changes to the list
- Review and accept the changes
- Enter a destination number

Deleting a List

To delete a list:

1. From the Distribution List menu, press **[3].**
2. Follow the voice prompts to select and delete the list.

Reviewing a List

To review a list:

1. From the Distribution List menu, press **[4]**.
2. Follow the voice prompts to select and review the list.

Message On Demand

Use the TUI to access and use the Message on Demand feature to create a menu of options for callers to use to hear prerecorded messages.

*Only one of the following features can be mapped to key **[6]**: Message on Demand, Auto-attendant, or Voice Form Mailbox. Before you can use the Message on Demand feature, it must be enabled and associated with key **[6]** on the Setup Options menu by your administrator.*

To access the Message on Demand menu:

1. From the Main menu, press **[9]**.
2. From the Setup Options menu, press **[6]**.
3. To hear a summary of this feature, press **[0]**.

Creating a New Message on Demand

To create a new Message on Demand:

1. From the Message on Demand menu, press **[1]**.
2. Follow the prompts to record a new menu, replay it, rerecord it, accept it, and assign it a numeric key.

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Modifying a Message on Demand

To modify an existing Message on Demand:

1. From the Message on Demand menu, press **[2]**.
2. Follow the prompts to modify a menu tree, rerecord a menu prompt, assign a key function, or delete a menu tree.

Deleting a Message on Demand

To delete a Message on Demand:

1. From the Message on Demand menu, press **[3]**.
2. Follow the prompts to delete a Message on Demand.

Auto-attendant

Use the Auto-attendant feature to add sub-nodes, record prompts and messages, select messages from the mailbox, and record a voice tag for fax messages.

*Only one of the following features can be mapped to key **[6]**: Message on Demand, Auto-attendant, or Voice Form Mailbox. Before you use the Auto-attendant feature, it must be enabled and associated with key **[6]** on the Setup Options menu by your administrator.*

Modifying Menus

To modify an existing menu in the Auto-attendant setup:

1. From the Main menu, press **[9].**
2. From the Setup Options menu, press **[6]**.
3. Follow the prompts to record, replay, rerecord and accept prompts, and to assign specifics keys to a menu or message.

Voice Form Mailbox

Use the Voice Form Mailbox feature to use two special classes of mailboxes to handle interactive voice forms: Form Mailbox and Transcription Mailbox. A mailbox can be a Form Mailbox or a Transcription Mailbox, but not both.

*Only one of the following features can be mapped to key **[6]**: Message on Demand, Auto-attendant, or Voice Form Mailbox. Before you can use the Voice Form Mailbox feature, it must be enabled and associated with key **[6]** on the Setup Options menu by your administrator.*

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Form Mailbox

The Form Mailbox is a special mailbox that contains a custom message for a caller. Use it to create and modify forms and to collect data from users.

Access the Form Mailbox through the Personal Greeting menu which allows the caller to select a form to fill out. The Form Mailbox has a special administration function for creating, reviewing, and modifying forms, similar to the Message On Demand function.

Transcription Mailbox

The Transcription Mailbox is a special mailbox that contains the caller response to the message received by the caller from the Form Mailbox. Use it to retrieve messages from a Forms mailbox to be transcribed to text.

The Transcription Mailbox has a review messages function that prompts you to enter a Form Mailbox from which to retrieve messages. Then, you can move back and forth through a Form message one response at a time.

Specifications

The specifications for the Forms Mailbox are:

- The maximum number of questions for each form is 50.
- The total recording time is 10 minutes for all answers on a form.
- When you retrieve a Form message, the system copies it into the Transcription Mailbox and puts it in the deleted queue in the Forms Mailbox.
- IP Messaging accepts numerical data through DTMF.
- You can enter a form only through its root mode.
- The system automatically saves a message even if it is not finished.

Managing Forms

To use the Voice Form Mailbox feature:

1. From the Main menu, press **[9]**.
2. From the Setup Options menu, press **[6].**
3. Follow the prompts to:
    - Record and accept a Form greeting or title

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- Replay or rerecord a greeting
- Create, modify, or delete a Form

Delivery Reports

This section describes how to configure the Delivery Reports option. This option provides:

- Voice message, fax, and e-mail delivery reports
- Confirmation that a message is accepted or received by the system
- When a message is sent to a recipient
- When a message is delivered
- Whether delivery is successful or in-progress

To configure delivery reports:

1. From the Main menu, press **[9]**.
2. From the Setup Options menu, press **[7]**.
3. To review your current delivery report configuration, press **[1]**.

   The voice prompt lists your current personal default and system default settings for the Delivery Reports.
4. To customize your delivery report configuration, press **[2]** and follow the prompts.

Multiuser Mailbox

This feature enables you to access a main mailbox and up to 999 sub-mailboxes by using the same number. The features of the Multiuser Mailbox are:

- Send messages to other mailboxes in the same mailbox by entering the sub-mailbox number as the send destination
- Include sub-mailboxes as destinations in the distribution lists
- Forward messages automatically from the main mailbox to each active sub-mailbox with the Auto-forward function

To setup a Multiuser Mailbox:

1. From the Main menu, press **[9].**
2. From the Setup options menu, press **[8]**.
3. Follow the prompts to:
   - Create sub-mailboxes

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- Disable active sub-mailboxes
- Toggle a new message announcement on or off

Mailbox Number Prompt

Use this feature to toggle the mailbox number prompt on or off.

1. From the Main menu, press **[9].**
2. From the Setup options menu, press **[9]**.
3. To turn the Mailbox prompt OFF if it is ON or to turn it ON if it is OFF, press [**9**].

Using the Web Interface

You can use the IP Messaging Web Provisioning interface to manage IP Messaging messaging options through a web browser.

Accessing the Main Menu

To access the IP Messaging Web Provisioning interface:

1. In your web browser's address bar, enter the URL for the IP Messaging Web Provisioning interface.
2. In the Login dialog box, enter your username (or phone number) and your telephone password.
3. Click **Login**.

   The Message Information screen appears with the Main menu on the left-hand side of the screen. The Main menu is available from all screens.

Some menu options (for example, Find Me Follow Me) appear only if your administrator has enabled that feature. Figure 3 *shows all the possible menu options.*

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Figure 3 Main Menu on the Web Interface

Mailbox Preferences To edit mailbox settings, use the Mailbox Preferences option.

1 From the Main menu, select **Mailbox Preferences.**

The Mailbox Preferences screen appears.

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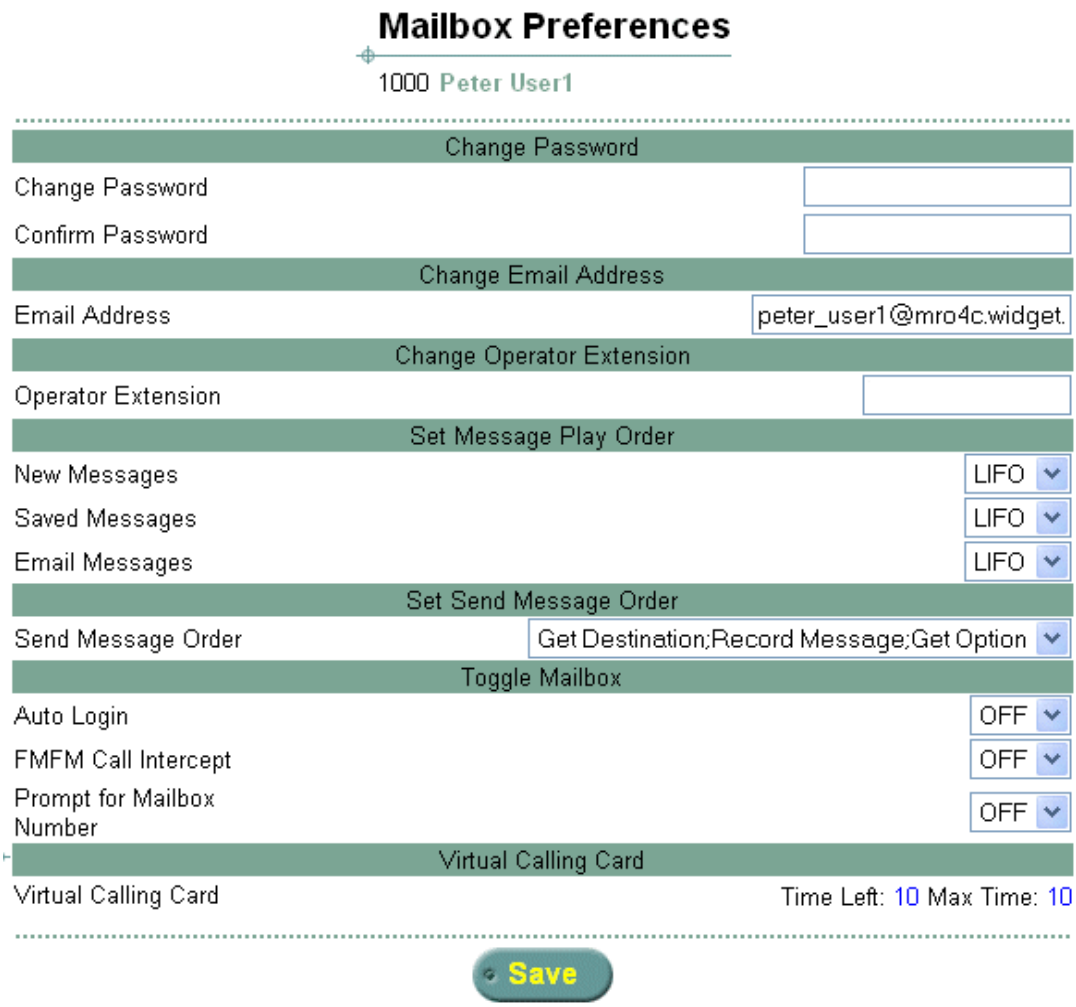
Figure 4 Mailbox Preferences Screen



2 To change your password:

   a Type a new password in the **Change Password** field.

   b Type the new password in the **Confirm Password** field.

   c Click **Save**.

3 Enter or change your E-mail address in the **Email Address** field. This field is optional.

   By default, IP Messaging (IPM) constructs an e-mail address using a subscriber's mailbox number as the username. For example, for mailbox number 1000, the e-mail address would be 1000@<*IPM_hostname*>.<*DNS_domain*> (or 1000@<*IPM_IPaddress*>).

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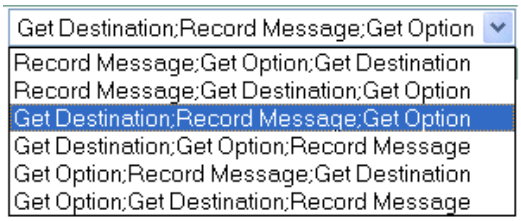
The **Email Address** field allows you to assign a more meaningful username. In Figure 4, the default address (1000@MRO4C.widget.com) is now peter_user1@MRO4C.widget.com. This is useful because IP Messaging uses the value configured in the **Email Address** field when constructing the From: field for e-mail retrieved by an e-mail client.

Note that an e-mail address entered in the **Email Address** field to identify a mailbox must be unique on that IP Messaging server. That is, two mailboxes on the same IP Messaging server cannot share an e-mail address.

4. If required, enter an operator extension number to be associated with your mailbox.
5. From the drop-down list, select the order in which New, Saved, and E-mail messages are stored in your mailbox. The options are First In First Out (**FIFO**) or Last In First Out (**LIFO**).
6. From the drop-down list, (Figure 5) select the order in which TUI commands send a message from your mailbox

Figure 5 Message Send Order


Get Destination;Record Message;Get Option
Record Message;Get Option;Get Destination
Record Message;Get Destination;Get Option
Get Destination;Record Message;Get Option
Get Destination;Get Option;Record Message
Get Option;Record Message;Get Destination
Get Option;Get Destination;Record Message

7. Set your mailbox Auto Login feature to **ON** (so that you do not have to enter your password) or to **OFF** (so that you must enter your password).
8. Set the FMFM (Find Me Follow Me) Call Intercept option to **ON** or **OFF**.

   When this option is ON, IP Messaging screens callers for caller identification; this prevents calls from unknown callers.
9. Set the Prompt for your Mailbox Number to **ON** or **OFF**.
10. The Virtual Calling Card is a service that allows you to make outgoing calls from your mailbox. The **Time Left** field display the remaining virtual calling card minutes (enabled Maximum Time minus used minutes).This feature is configured by your administrator.
11. To save your settings, click **Save**.

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Scheduled Greetings

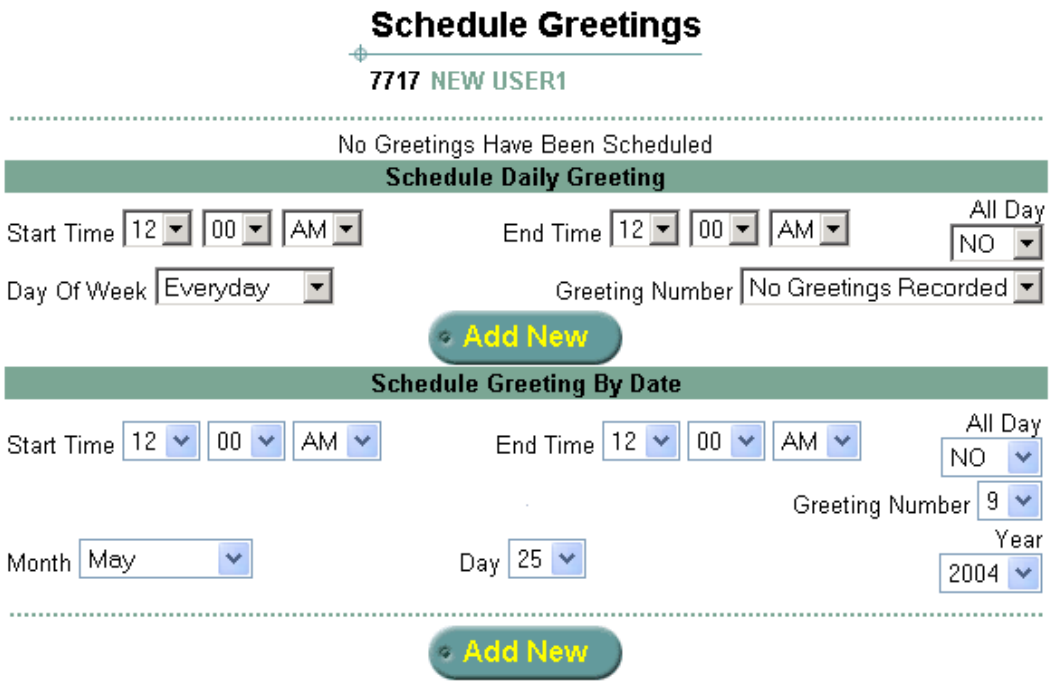
To set the time or day for your greetings:

1 From the Main menu, click **Scheduled Greetings**.

The Schedule Greetings screen appears.

If there is no recorded greeting, this message appears in the Greeting Number text box: "No Greetings Recorded". Record greetings through the TUI.

Figure 6 Scheduled Greetings Screen



2 To set up a new daily greeting schedule:

- **a** Select the start and end time or select **YES** from the **All Day** drop-down list.
- **b** Select the day of the week or Everyday from the **Day Of Week** drop-down list.
- **c** Select the Greeting from the **Greeting Number** drop-down list.
- **d** Click **Add New**.

3 To schedule a greeting by date:

- **a** Select the start and end time or select **YES** from the **All Day** drop-down list.

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b Select the Greeting from the **Greeting Number** drop-down list.

c Select the month, day, and year for the greeting to begin from the **Month**, **Day**, and **Year** drop-down lists.

d You can set the Start Time and End Time for any day of the year starting from today's date through the next 4 years.

e Click **Add New**.

Notification

The Notification option enables you to set the medium that the system will use to notify users when messages are deposited into or retrieved from their mailboxes. IP Messaging supports many notification methods, including NBX MWI (Message Waiting Indication) Voice, E-mail, Socket Connection (SIP Notify), Auto-Forward and Pager notification methods.

You must perform three general steps to set up a notification method:

1 Create a notification filter.

2 Create a notification procedure by assigning a filter to a notification method.

3 Enable a notification schedule for a filter, which automatically assigns the schedule to any method that uses the filter.

These tasks are described in the next three sections.

*The three Notification options appear on the Mailbox Options menu **only** if your administrator has enabled notification for your mailbox.*

Create a Notification Filter

To create a Notification Filter:

1 From the Main menu, click **Notification Filters**.

The Notification Filter screen appears.

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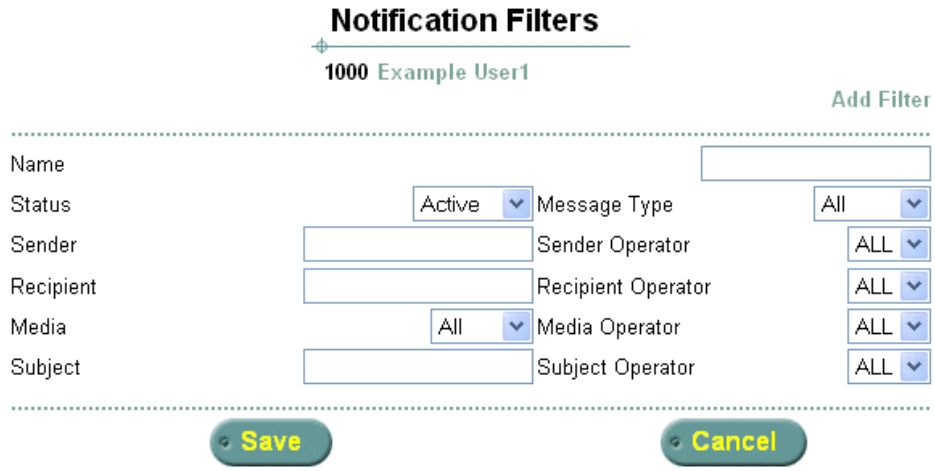
Figure 7 Notification Filter Screen

In Figure 7, no filters have been created. Your administrator may have preconfigured notification filters, in which case they will be listed on this screen.

2 Click **Add New** to create a Notification Filter.

The Add Filters screen appears.

Figure 8 Add Notification Filter Screen



3 Enter a string in the **Name** field to identify the filter.

4 Click the **Status** drop-down list to enable (Active) or disable (Inactive) the filter. By default, a filter is created in the Active state but you can disable a filter at any time.

5 Click the **Message Type** drop-down list and select whether this filter will apply to all messages (the default), to messages marked normal, or to messages marked urgent.

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6 Enter values in the **Sender**, **Recipient**, **Media**, and **Subject** fields as required. The entered values are applied according to the selected **Operator** to restrict message notification according to the specified values. The **Operator** options function as follows:

- Field is empty (null value) and corresponding **Operator** is ALL — No filtration. For example, if the **Sender** field is empty and **Sender Operator** is ALL, messages from any sender result in user notification.
- Field has a value and corresponding **Operator** is == — Messages must include the specified field value for user notification to occur. For example, if the **Subject** field value is "Status report" and the **Subject Operator** is ==, only messages that include the string "Status report" in the subject line result in user notification.
- Field has a value and corresponding **Operator** is <> — Messages with the specified field value are ignored. For example, if the **Media** field value is Fax and the **Media Operator** is <>, all message types *except* faxes result in user notification.

7 Click **Save**.

Create a Notification Procedure

To create a Notification procedure:

1 From the Main menu, click **Notification Procedures**.

The Notification Procedure screen appears.

Figure 9 Notification Procedures Screen

2 Click **Add New**.

Click **Edit** to edit an existing procedure or click **Delete** to delete an existing procedure.

The Add Notification Procedure screen appears.

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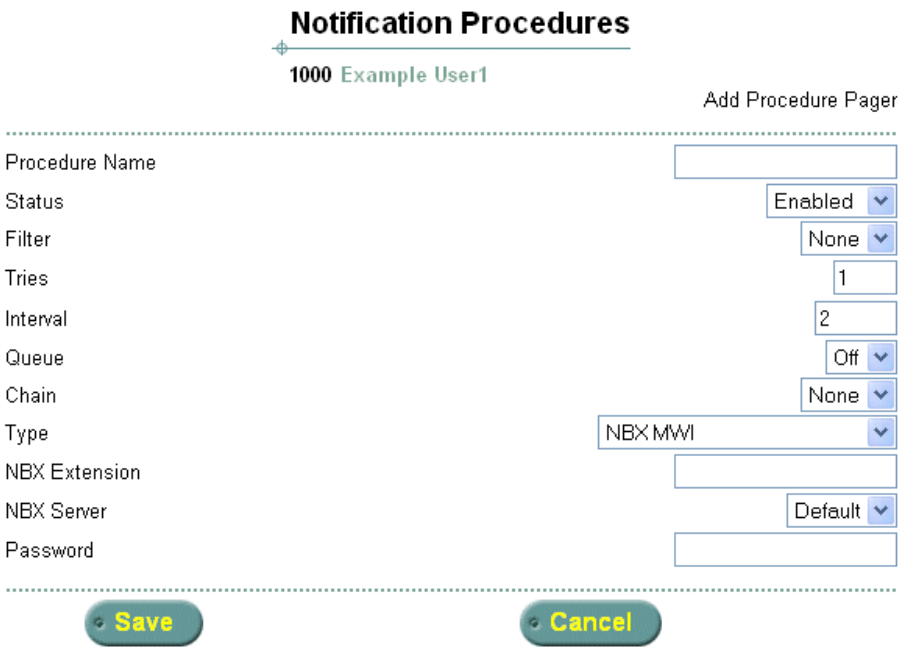
Figure 10 Add Notification Procedures Screen



3 Enter a name for the procedure in the **Procedure Name** field.

4 Select **Enabled** from the **Status** drop-down list.

5 Select the Notification Filter to use in the **Filter** drop-down list.

6 Enter the number of times IP Messaging will attempt to send the message notification in the **Tries** text box.

7 Enter the time, in seconds, IP Messaging will wait between notification attempts in the **Interval** text box.

8 Enable (On) or disable (Off) in the **Queue** selection box.

- If enabled and the system receives a notification outside its configured schedule, the notification is queued until the schedule becomes active again.
- If disabled and the system receives a notification outside its configured schedule, the notification is not queued and not delivered

9 The **Chain** selection box allows you to select and link another notification procedure to the one you are configuring. The linked procedure is executed if the current procedure fails. If you do not want to link procedures, accept the defalut value, None.

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10 Select the notification method in the **Type** field. The method you select determines the remaining fields on the screen. The following examples describe the fields you see in you select **NBX MWI** (the default), **Voice**, or **E-mail** from the drop-down list.

- If you select **NBX MWI**:

a Enter a phone number in the **NBX Extension** field.

b Select a server from the **NBX Server** drop-down list.

c Enter a password in the **Password** field.

d Click **Save**.

- If you select **Voice**:

a Enter a phone number in the **Phone Number** field.

b Click **Save**.

- If you select **E-mail**:

a Enter an E-mail address in the **E-mail Address** field.

b Click **Save**.

Create a Notification Schedule

To create a Notification schedule:

1 From the Main menu, click **Notification Schedule**.

The Notification Schedule screen appears.

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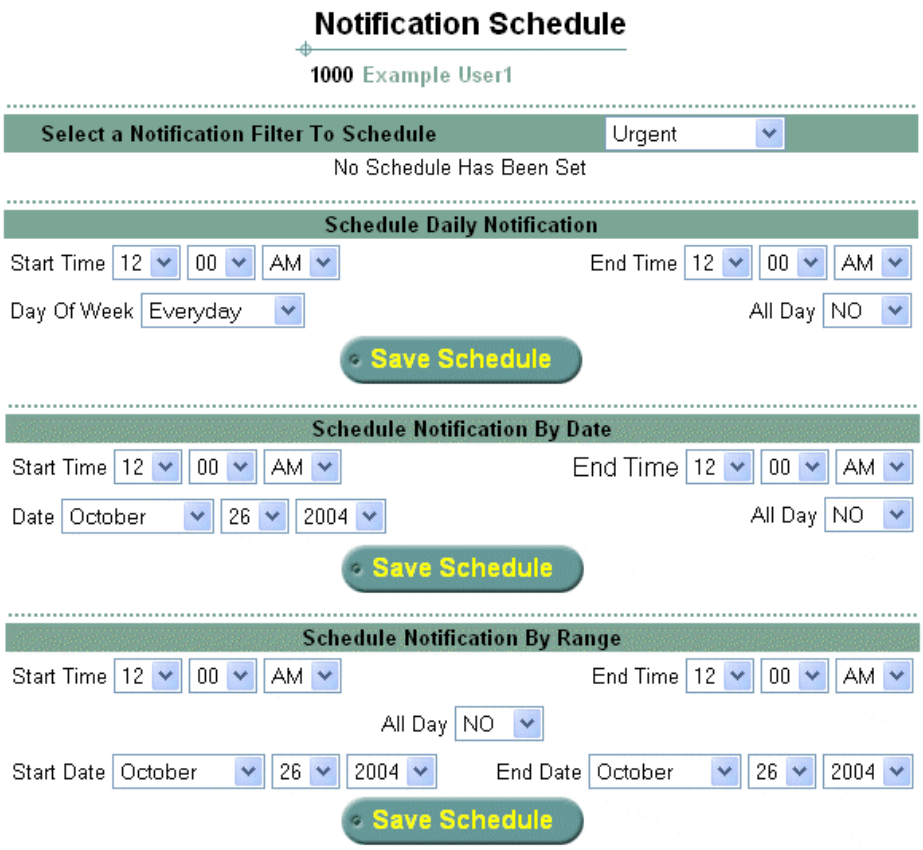
Figure 11 Notification Schedule Screen



2 Select a Notification Filter from the drop-down list.

3 The Notification Schedule screen allows you to create one or more schedules for a filter and then enable one of them.

You have three scheduling options:

Schedule Daily Notification — This section allows you to schedule filter operation (message notification) for a time range and either one particular day or every day of the week regardless of the date.

4 To schedule a notification for a particular day of the week:

a Select a start and end time, or select **YES** from the **All Day** drop-down list.

b Select the day of the week the notification will be sent from the **Day Of Week** drop-down lists, or select **Everyday**.

c Click **Save Schedule**.

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Schedule Notification By Date — This section allows you to schedule filter operation (message notification) for a particular date.

5 To schedule a notification by date:

a Select a start and end time, or select **YES** from the **All Day** drop-down list.

b Select the month, day, and year the notification will be sent from the **Month**, **Day**, and **Year** drop-down lists.

c Click **Save Schedule**.

Schedule Notification By Range — This section allows you to schedule filter operation (message notification) between a range of dates.

6 To schedule a notification by date range:

a Select a start and end time, or select **YES** from the **All Day** drop-down list.

b Select the month, day, and year the filter will become operational from the **Start Date** drop-down lists. Select the month, day, and year the filter will cease to be operational from the **End Date** drop-down lists.

c Click **Save Schedule**.

You can create schedules for any existing notification schedule by repeating steps 2 through 6. Each saved schedule is listed in the top section (titled Select a Notification Filter to Schedule). To enable a notification schedule, click the radio button next to the schedule description. By default, schedules are created in a disabled state.

Personal Address Book

To access your personal address book and to add, edit, and delete entries:

1 From the Main menu, select **Personal Address Book**.

The Personal Address Book Main screen appears.

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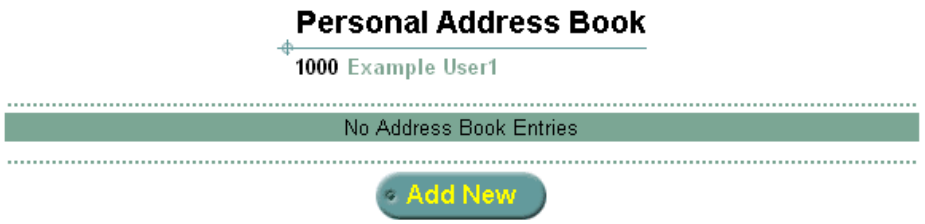
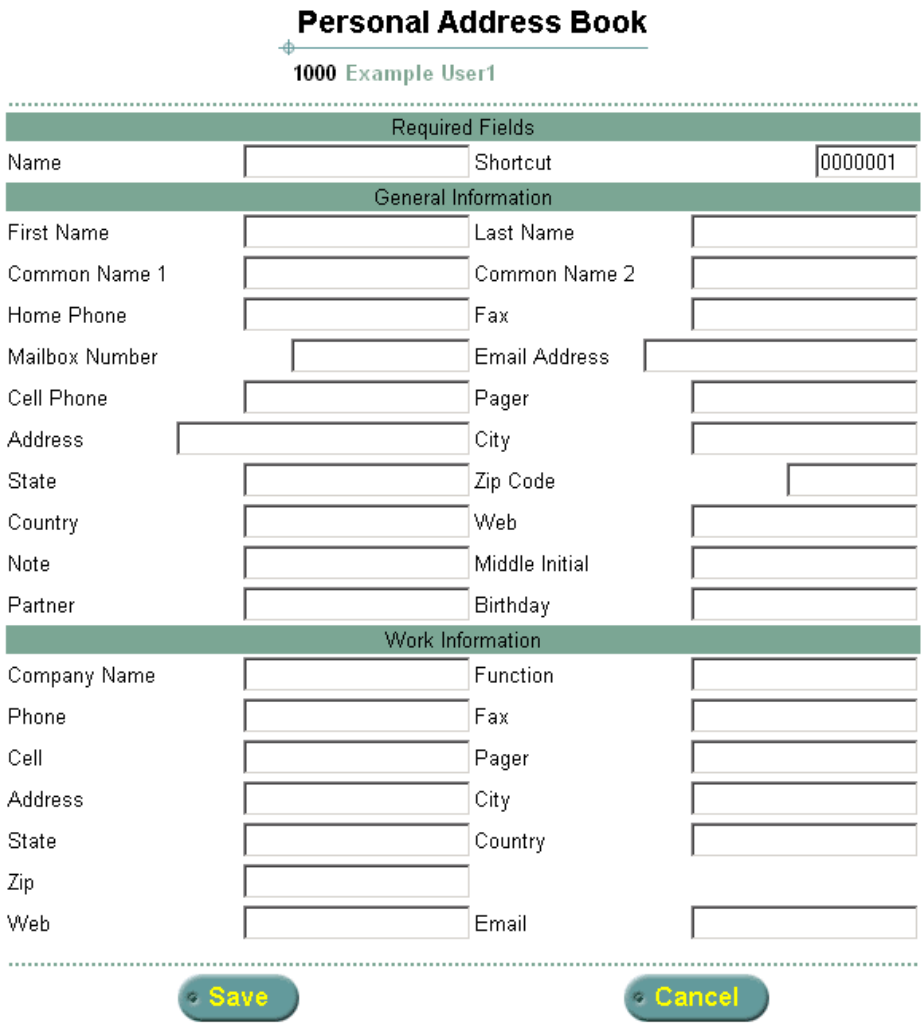
Figure 12 Personal Address Book



2 To add a new entry to your personal address book, click **Add New**. The Personal Address Book screen appears.

Figure 13 Fields on the Personal Address Book Screen



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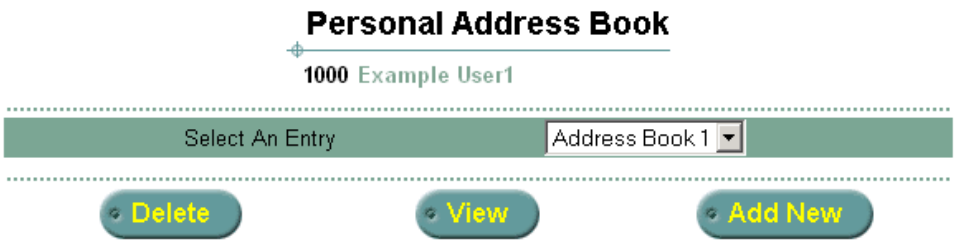
3 Enter data in the **Required Fields** section.

4 Enter data in the **General Information** and **Work Information** sections.

5 Click **Save**. The Personal Address Book Main screen appears.

Figure 14 Personal Address Book Main Screen



6 To delete an entry, select it from the drop-down list and then click **Delete**.

7 To display address book entries, click **View**.

8 To add more entries, click **Add New**.

Distribution Lists Use the Distribution Lists option to create distribution lists:

1 From the Main menu, click **Distribution Lists**.

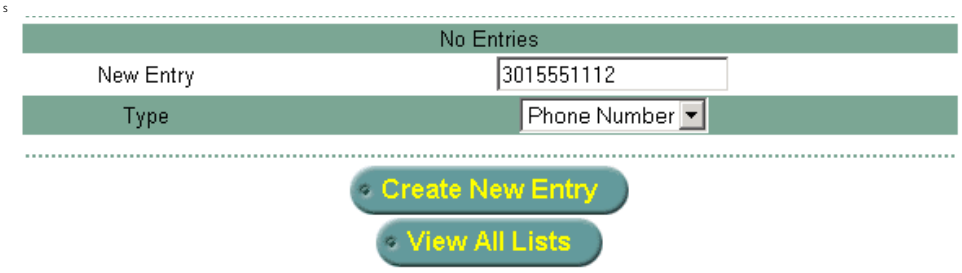
The Distribution Lists Screen appears.

2 To create a new distribution list:

a Type the name of the list (a number between 1 and 9999) in the **New List** textbox and then click **Create New List**.

The Create New Entry screen appears.

Figure 15 Create New Entry Screen



b Type an entry into the **New Entry** textbox.

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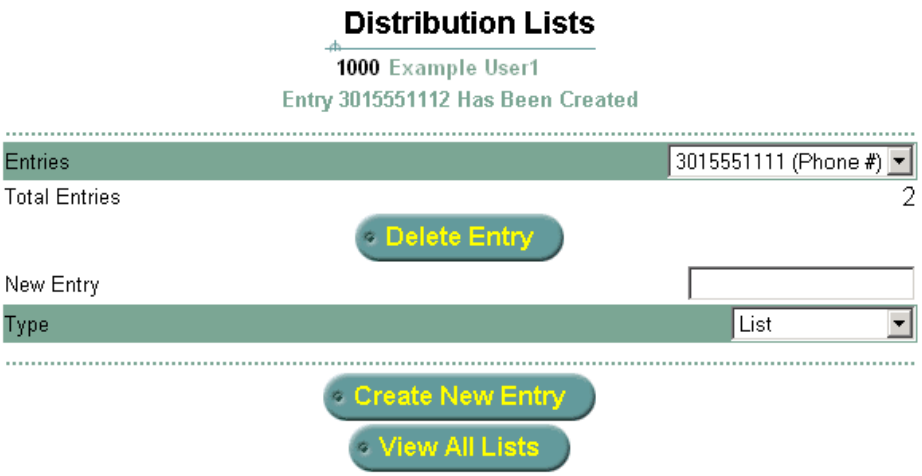
c Select the type of entry from the drop-down list:

- **List** — Another distribution list number
- **Mailbox Entry** —The mailbox number of a subscriber
- **Phone Number** —The phone number of a subscriber
- **E-mail** —The e-mail address of a subscriber
- **VPIM** — Indicates the entry is the VPIM destination address of a subscriber. Use the format <*prefix*><*mailbox_number*>. For example, if the VPIM destination prefix is 888 and mailbox number is 1234, you would enter 8881234 in the **New Entry** text box.

  The Voice Profile for Internet Mail (VPIM) is a protocol that allows subscribers to exchange messages between different voice mail systems. The VPIM option appears only if configured by your administrator.

d Click **Create New Entry.** The system confirms the new entry.

Figure 16 New Entry Confirmation Screen



e Repeat steps b, c, and d to add more new entries.

f Click **View All Lists.**

The Distribution Lists screen appears.

3 To display and edit a distribution list, select it from the drop-down list and then click **View/Edit.**

4 To delete a distribution list, select it and then click **Delete List**.

The system confirms the deletion.

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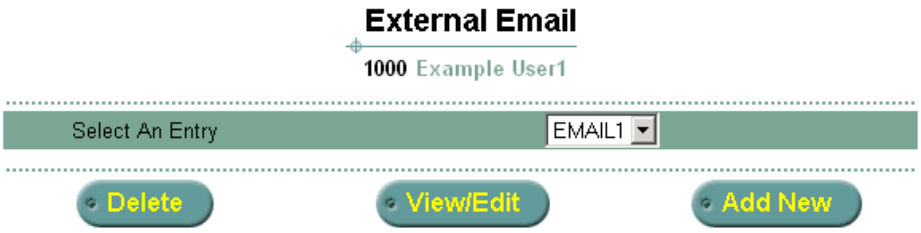
External E-mail Use the External E-mail feature to add external e-mail servers to your IP Messaging system.

*The External Email option appears on the Main menu **only** if your administrator has enabled this feature.*

1 From the Main menu, click **External E-mail**.

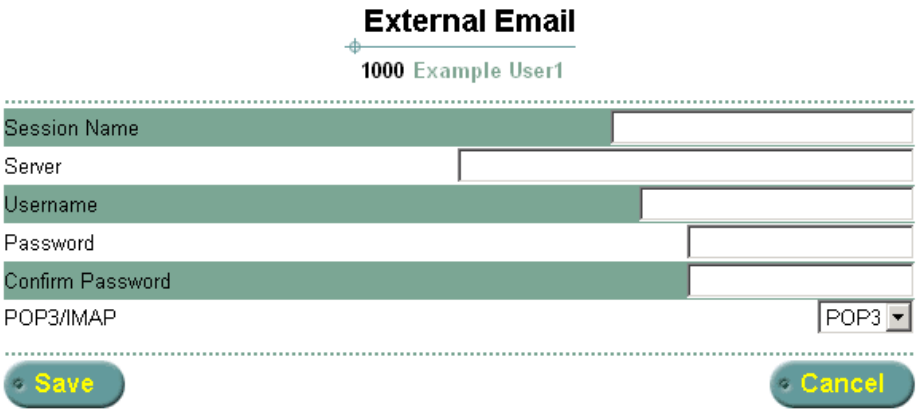
The External E-mail screen appears.

Figure 17 External E-mail Setup



2 To add external E-mail servers to your mailbox, click **Add New**.

Figure 18 Add New External E-mail



3 In the **Session Name** field, enter the name of the external E-mail server.

4 In the **Server** field, enter the name of the external E-mail server.

5 In the **Username** field, enter the name of a user who has access to this server.

6 In the **Password** field, enter the password.

7 Select **POP3** or **IMAP** from the drop-down list.

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8 Click **Save**.

Multiuser Mailboxes

Use the Multiuser Mailboxes option to create sub-mailboxes under a main mailbox that can be used by a group, for example, members of a family.

1 From the Main menu, select **Family Mailboxes**.

The Family Mailboxes Main screen appears.

Figure 19 Family Mailboxes

Family Mailboxes
1000 Example User1
This User Has No Family Mailboxes
Enter Mailbox Number or Leave Blank For Next Available
Add Mailbox

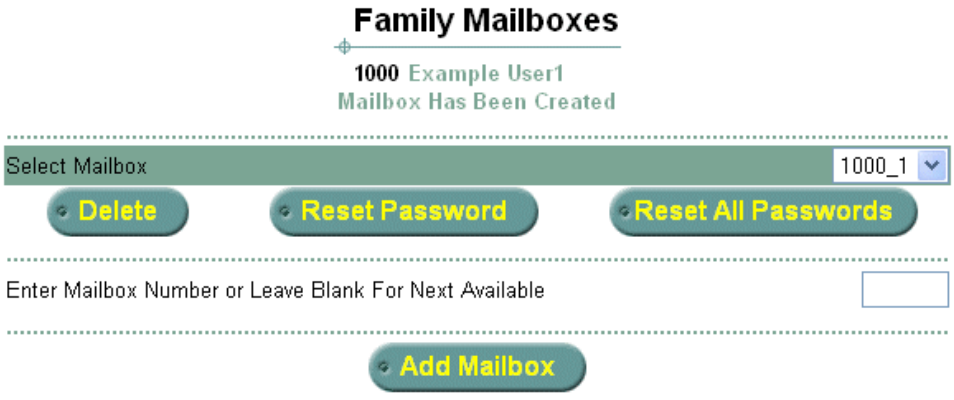
2 Enter a number in the field or leave it blank.

If you leave it blank, IP Messaging assigns the next available family mailbox number.

3 Click **Add Mailbox**.

Figure 20 shows the new family mailbox 7717_1 under mailbox 7717.

Figure 20 Add Family Mailbox



4 To add another family mailbox, click **Add Mailbox** again.

5 To reset all passwords for all mailboxes, click **Reset All Passwords**.

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6 To reset a password for one specific mailbox, click **Reset Password**.

7 On the next screen, select a family mailbox and type the new password.

8 Type the new password again to confirm.

9 Click **Save**.

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Alias Configuration

Use the Alias Configuration feature to set up different numbers that are associated with and point to your mailbox. This allows the system to know your identity when you access the system from other media such as a mobile phone, a fax, or a different e-mail address.

For example, you could have the following office phone, cell phone, home phone, and a preferred e-mail address information:

- 12345 (office)
- 15554445562 (cell)
- 19996587234 (home)
- myname@xyz.com (e-mail)

You configure the telephone numbers and the e-mail address as aliases of your IP Messaging (for example, mailbox number 5678). Consequently, all voice mails for the office, cell, and home phone numbers, and e-mail for the specified address, are associated with mailbox 5678. You can retrieve messages from any configured alias using regular mailbox features like password, personal greeting, and auto login. If you do not change these settings, the default settings apply (those used for the parent mailbox).

To assign an alias number to your mailbox or to edit, add, or delete an alias for your mailbox:

1 From the Main menu, select **Alias Configuration**.

The Alias Configuration screen appears.

Figure 21 Alias Configuration Screen

2 To create a new alias, click **Add New**.

The Add New Alias screen appears.

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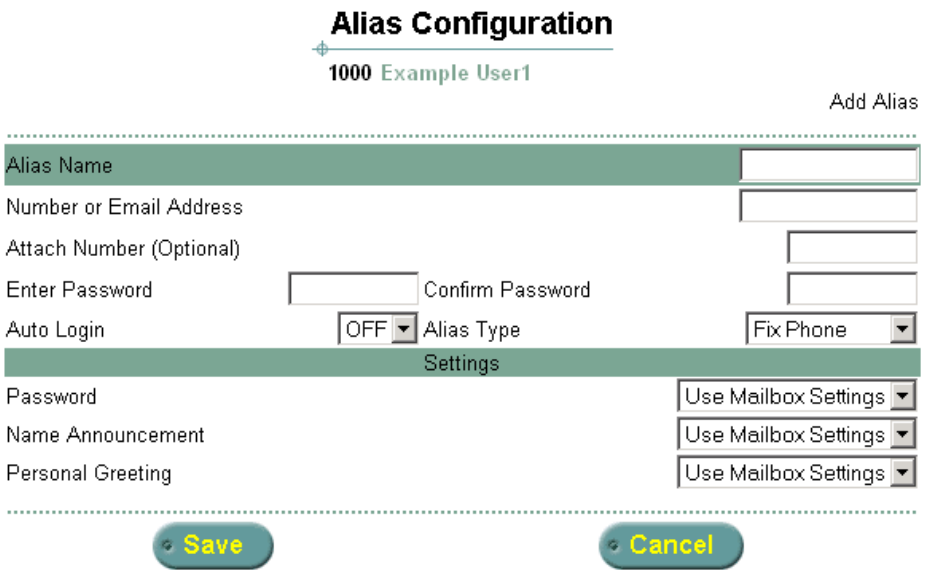
Figure 22 Add New Alias Screen



3 In the **Alias Name** field, enter a name for the alias configuration.

4 In the **Number** or **E-mail Address** field, enter the alias phone number or e-mail address.

5 In the **Attach Number** field, enter your mailbox number.

6 In the **Password** field, enter your mailbox password.

7 Set **Auto Login** to **ON** (no password prompt) or **OFF** (password prompt).

8 In the **Alias Type** field, from the drop-down list, select the phone number, fax number, or e-mail address for the alias.

9 In the Settings section, for the **Password**, **Name Announcement**, and **Personal Greeting** fields, select an entry from the drop-down list.

10 Click **Save**. The Alias screen appears with your new alias listed.

Delivery Options

Use the Delivery Options feature to set up how you want your messages delivered to you.

1 From the Main menu, click **Delivery Options**.

The Auto Delivery screen appears.

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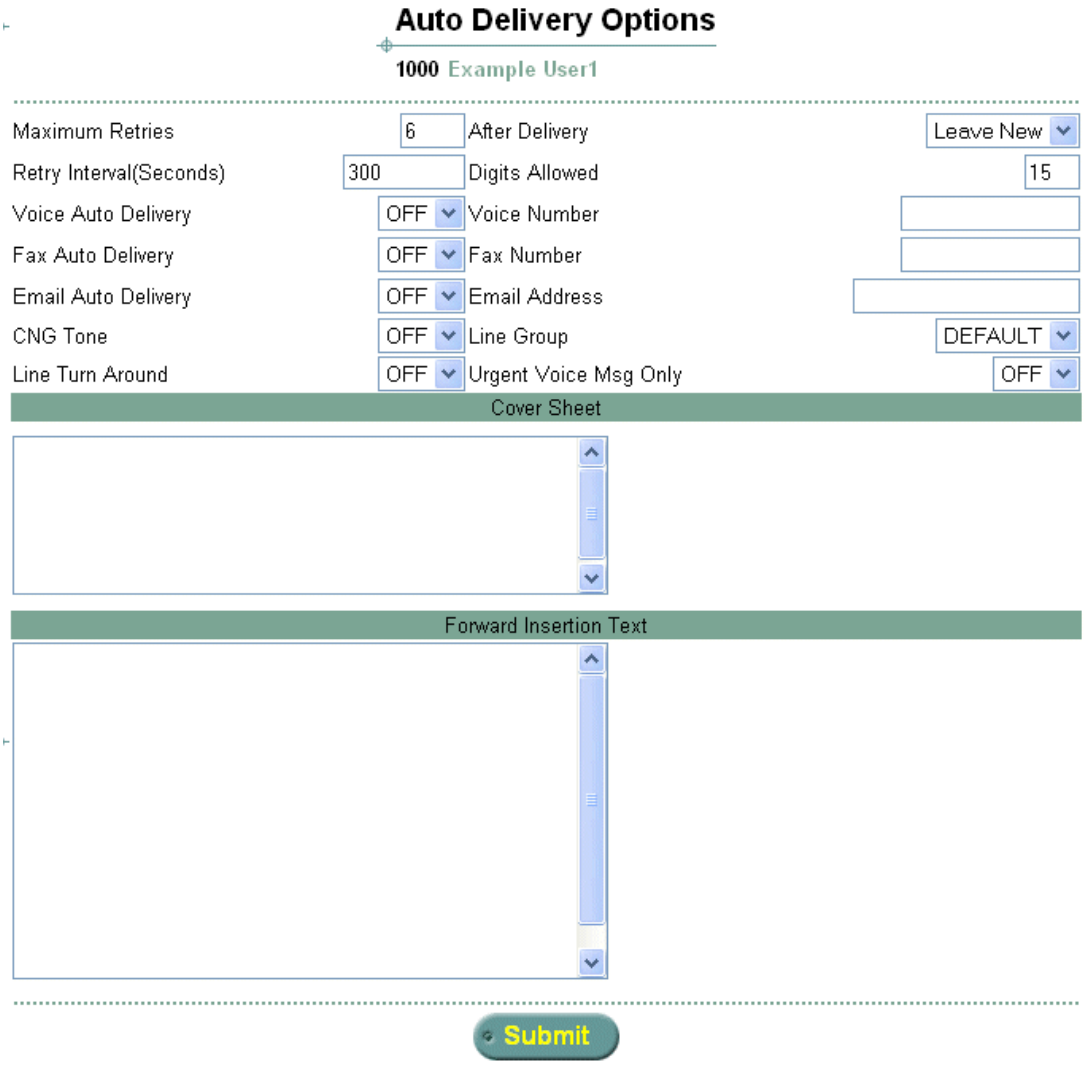
Figure 23 Auto-delivery Screen



2 Fill in the fields and select from the drop-down lists as required.

3 Enter text in the **Cover Sheet** field, if required.

4 Enter text in the **Forward Insertion Text** field, if required.

5 Click **Save**.

Logout To log out of the system, from the Main menu, click **Logout**. The web interface Main menu appears with this message:

```
You Have Been Logged Out.
```

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3 Using Messaging Features

This chapter describes how to use messaging features from the Telephone User Interface (TUI) and how to view message information from the IP Messaging web interface. This chapter describes all the possible messaging features. However, some features must be enabled by your administrator. If disabled, you will not hear a voice prompt for that feature.

This chapter includes the following topics:

- Overview
- Listening to Messages
- Sending Messages
- Placing a Call
- Using the Web Interface to View Message Information
- Using an E-Mail Application to View Messages

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Overview

This chapter describes how to use IP Messaging messaging features. These features allow you to listen to and send messages, and place outside calls (if enabled by your administrator). You can also use the IP Messaging Web Provisioning interface to view information about new and saved messages.

There are three ways to access IP Messaging messages and information about those messages:

- You can use the TUI on your telephone to listen to new or saved messages in your mailbox. These messages include voice, e-mail, and fax notification. You can also make calls to external numbers, if this feature has been enabled by your administrator. These topics are discussed in this chapter.
- You can use the IP Messaging Web Provisioning interface to view information about messages in your mailbox. You can view the number of new and saved messages of each message type, as well as the number of unreviewed and urgent messages. See Using the Web Interface to View Message Information.
- You can use a third-party application, such as Microsoft Outlook, to access messages in your mailbox. See Using an E-Mail Application to View Messages.

Listening to Messages

To listen to messages:

1. From the Main menu, press **[1]**.
2. To hear a summary of this menu, press **[0]**.
3. Follow the prompts to listen to new, saved, or deleted messages.
4. Follow the prompts to: review, save, delete, reply to, forward (with and without a recorded comment), replay, pause, fast forward, or skip the message.

   If the message you are reviewing is an e-mail message, you listen to the text component of the message (if Text-To-Speech is enabled on your system) or print the message as a fax.
5. To hear message options, press **[5]**.
6. Follow the prompts to return to the previous message or to get message information

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Sending Messages

To send messages:

1. From the Main menu, press **[2]**.
2. Follow the prompts to specify a destination. You can:
   - Enter a destination number.
   - Enter the first few letters of a subscriber's last name to locate the subscriber in the mailbox directory or you Personal Address Book.
   - Use a distribution list.
3. Follow the prompts to record the message.
4. After recording the message follow the prompts to:
   - **a** Review the message
   - **b** Erase and rerecord the message
   - **c** Append to the message
   - **d** Replay the last 10 seconds of the message
   - **e** Pause the message during playback
   - **f** Fast forward 10 seconds of the message
5. Follow the prompts to send the message:
   - **a** Mark the message as urgent
   - **b** Mark the message as private

Marking a message as urgent moves it to the first position in the message queue; marking it as private prevents the recipient from forwarding it.

   - **c** Send the message at a later time (future delivery)
   - **d** Generate a delivery report, refer to "Using Delivery Reports"
   - **e** Disable notification
6. To hear a summary of the sending messages feature, press **[0]**.

Using Delivery Reports

The Delivery Reports feature confirms that a message has been accepted or received by the system, when it is sent to a recipient, when it is delivered, whether delivery failed or is still in-progress. This feature confirms the message delivery with the time and the date.

*You can also use this feature from the Main menu (by pressing **[4]**) but only when you have sent a message with a Delivery Report Option.*

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Using the E-mail Menu

Use the E-mail menu to manage e-mail messages:

1. From the Main menu, press [**5**].
2. Follow the prompts to:
   - Listen to the text of an e-mail message
   - Print an e-mail message to a fax printer
   - Save an e-mail message as voice mail
   - Delete the message
   - Hear header information such as the name, title, or company of the sender
   - Fast forward a few seconds of the message
   - Rewind a few seconds of the message
   - Pause the message playback
   - Skip forward in the message

Placing a Call

You can place a call from the voice mail menu.

1. Press **MSG** on your phone and then enter your mailbox number and password.
2. From the Main menu, press **[6]**.
3. Follow the prompts to enter a phone number and make the call.
4. To cancel the call before it is connected and return to the Main menu, press **[99]** or to end the call when you are finished your conversation and return to the Main menu, press **[99]**.

Using the Web Interface to View Message Information

You can use the IP Messaging Web Provisioning interface to view information about received messages.

To access the IP Messaging Web Provisioning interface:

1. In your web browser's address bar, enter the URL for the IP Messaging Web Provisioning interface.
2. In the Login dialog box, enter your username (or phone number) and your telephone password.
3. Click **Login**.

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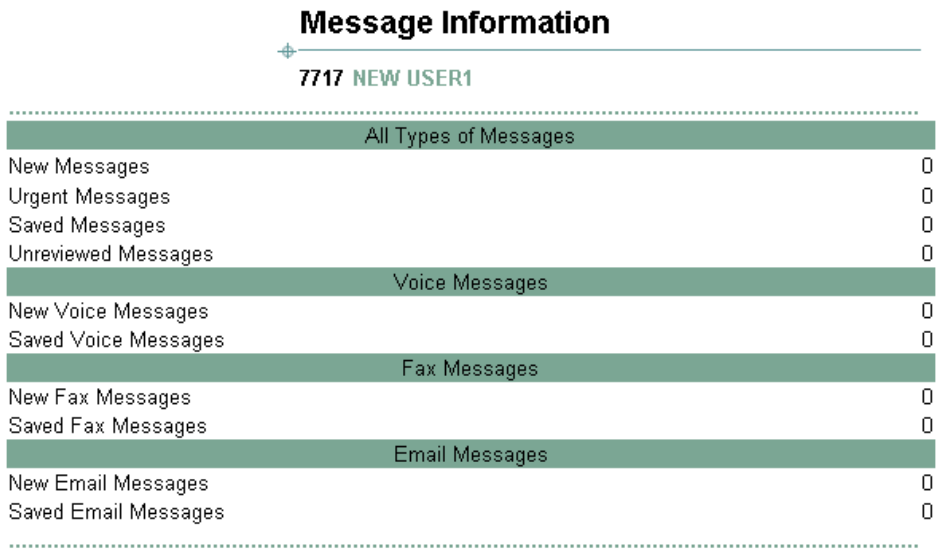
The Message Information screen appears with a list of All Messages and Voice, Fax, and E-mail messages.

Figure 24 Message Information Screen



Using an E-Mail Application to View Messages

You can use a third-party application (Microsoft Outlook Express, Microsoft Outlook or IBM Lotus Notes) to access messages in your mailbox.

- A voice message appears as a .wav file attachment in an e-mail message. You can listen to the .wav file on any media player.
- A fax message appears as .tif file attachment in an e-mail message. You can open the .tif file in a graphics application and send it to a printer.

When you or your administrator create an account in the third-party e-mail application, you or the administrator must:

- Specify the protocol used by the e-mail application to access the IP Messaging system:
  - POP3 — The Post Office Protocol, version 3, retrieves e-mail messages from a mail server.

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  - IMAP — The Internet Message Access Protocol is also used to retrieve e-mail messages from a mail server but includes some features not supported by POP3.
- Associate a mailbox with the e-mail account.
- Identify a third party server as your outgoing SMTP (Simple Mail Transfer Protocol) e-mail server.

The remaining sections in this chapter provide general information on configuring an e-mail account and how to work with e-mail messages forwarded from an IP Messaging mailbox to an associated e-mail account.

POP3 E-Mail Applications

Follow these general steps to create an e-mail account in an application that uses POP3 (ask your administrator for the specific information required in your IP Messaging environment).

- Create an account in your e-mail application that points to an IP Messaging mailbox.
- Set the incoming mail server (POP3) to be the IP Messaging DNS domain name.
- Configure IP Messaging as your outgoing server (SMTP), or configure a third party server.

Once a message is downloaded to the e-mail account, it is marked reviewed in the IP Messaging mailbox. If you do not configure the e-mail account with a leave-message-on-server option (in Outlook Express, this is the **Leave copy of message on server** option), the message is also marked deleted and removed from the IP Messaging mailbox after the configured retention time.

Sending Messages

Your IP Messaging administrator must identify a third-party SMTP server to send, forward, or reply to e-mail messages. You can then configure this server in your e-mail application as the SMTP server.

Optionally, your administrator can identify IP Messaging as the SMTP server. However, this configuration limits the exchange of e-mail messages to IP Messaging subscribers; you cannot send or forward messages to external addresses, or reply to e-mail messages from external addresses.

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Retrieving Messages Using POP3

When your e-mail account receives a message from your IP Messaging mailbox that contains a fax or voicemail attachment, the message uses the following format:

- Subject: — The subject field specifies the type of message, either "Voice Message", "Fax Message", or "Voice and Fax Message".
- From: — The From: field contains *sender@IPM_domain/IPM_IP*. Use your e-mail application's menu options to view additional information, for example caller-id or the mailbox number of sender.
- To: — The To: field contains *Your_Mailbox@IPM_domain/IPM_IP*.

Replying to Messages

If you reply to an e-mail message in your inbox that was downloaded from your IP Messaging mailbox, a copy of your reply is stored in your local "Sent Items" folder. However, your local "Sent Items" folder is not synchronized with your IP Messaging mailbox.

You can reply to the following message types:

- Any e-mail message that has valid From: e-mail address
- Any voice or fax message sent from other IP Messaging mailboxes or from e-mail accounts within the IP Messaging system
- Any voice or fax message from an caller outside the IP Messaging system whose e-mail address is in your Personal Address Book (PAB).

  Replying to a message sent from an external phone number or mailbox is possible if you have the sender's information, including e-mail address, in your PAB. Otherwise, you cannot reply to the message and the system generates the error message `451 ERROR, unable to save/forward message`.

Forwarding Messages

You can forward any message regardless of its source. A copy of the forwarded message is stored in the "Sent Items" folder in your e-mail application. The "Sent Items" folder is not synchronized with your IP Messaging mailbox.

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Deleting Messages Using POP3

If you delete a message from your inbox, the message is moved to the DELETED folder in your e-mail application. The DELETED folder is not synchronized with your IP Messaging mailbox.

Moving Messages to Another Folder Using POP3

If you move a message from one folder to another, the folders are not synchronized with your IP Messaging mailbox.

IMAP E-Mail Applications

Follow these general steps to create an e-mail account in an application that uses IMAP (ask your administrator for the specific information required in your IP Messaging environment).

- Create an account in your e-mail application that points to an IP Messaging mailbox.
- Set the incoming mail server (IMAP) to be the IP Messaging DNS domain name. Your administrator should enable all the required IMAP folders during IP Messaging mailbox configuration. All messages in all folders are synchronized.
- Identify a third party server as your outgoing SMTP (Simple Mail Transfer Protocol) e-mail server.

Sending Messages

Your IP Messaging administrator must identify a third-party SMTP server to send, forward, or reply to e-mail messages. You can then configure this server in your e-mail application as the SMTP server.

Optionally, your administrator can identify IP Messaging as the SMTP server. However, this configuration limits the exchange of e-mail messages to IP Messaging subscribers; you cannot send or forward messages to external addresses, or reply to e-mail messages from external addresses.

Sending a Message in Outlook

When you use IP Messaging as an SMTP server to send a new message, the sent message is saved in different places depending on how you configure your Outlook e-mail account.

- If your default e-mail account in Outlook is with Microsoft Exchange server, the sent message is saved in the "Sent Items" folder of your default e-mail account, which is the Microsoft Exchange e-mail

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account, not in the IP Messaging "Sent Items" folder. The sent message is *not* synchronized with the IP Messaging.

- If your default e-mail account in Outlook is with the IP Messaging server, the sent message is saved in "Sent Items" folder on your Outlook "Personal Folders", and not the IP Messaging "Sent Items" folder. Sent message are *not* synchronized with the IP Messaging server.

In each of these cases, you could manually move the sent message from the "Sent Items" folder of your Outlook "Personal Folders' or Exchange server to the "Sent Items" folder of the IP Messaging server if required. Any message in the IP Messaging "Sent Items" folder is synchronized with the IP Messaging server.

Sending a Message in Outlook Express

When you use IP Messaging as an SMTP server to send a new message, the sent message is saved in the "Sent Items" folder of IP Messaging and always synchronized with the IP Messaging server.

Sending a Message in Lotus Notes

When you use IP Messaging as an SMTP server to send a new message, the sent message is saved in different places depending on how you configure your Notes e-mail accounts.

- If your default e-mail account on Notes is with Domino server, the sent message is saved in "Sent" folder of your default e-mail account, which is the Domino server e-mail account, not saved in the IP Messaging "Sent" folder.
- If your default e-mail account on Notes is with the IP Messaging server, the sent message is saved in the "Sent" folder of your Notes local database. The "Sent" folder is synchronized with the IP Messaging server.

Retrieving Messages Using IMAP

When your e-mail account receives a message from your IP Messaging mailbox that contains a fax or voicemail attachment, the message uses the following format:

- Subject: — The subject field specifies the type of message, either "Voice Message", "Fax Message", or "Voice and Fax Message".

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- From: — The From: field contains *sender@IPM_domain/IPM_IP*. Use your e-mail application's menu options to view additional information, for example caller-id or the mailbox number of sender.
- To: — The To: field contains *Your_Mailbox@IPM_domain/IPM_IP*.

Replying to Messages

You can reply to the following message types:

- Any e-mail message that has valid From: e-mail address
- Any voice or fax message sent from other IP Messaging mailboxes or from e-mail accounts within the IP Messaging system
- Any voice or fax message from an caller outside the IP Messaging system whose e-mail address is in your Personal Address Book (PAB).

  Replying to a message sent from an external phone number or mailbox is possible if you have the sender's information, including e-mail address, in your PAB. Otherwise, you cannot reply to the message and the system generates the error message `451 ERROR, unable to save/forward message`.

Replying to a Message Using Outlook

If you reply to a message in your inbox that was downloaded from your IP Messaging mailbox, a copy of your reply is stored in your "Sent" folder. The "Inbox" folder is synchronized with your IP Messaging mailbox.

Replying to a Message Using Outlook Express

If you reply to a message in your inbox that was downloaded from your IP Messaging mailbox, a copy of your reply is stored in your "Sent" folder. The "Sent" folder is synchronized with your IP Messaging mailbox.

Replying to a Message Using Lotus Notes

If you reply to a message in your inbox that was downloaded from your IP Messaging mailbox, a copy of your reply is stored in your "Sent" folder. The "Sent" folder is synchronized with your IP Messaging mailbox.

Forwarding Messages

You can forward any message regardless of its source (voice, fax, or e-mail).

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- In Outlook Express and Lotus Notes, a copy of the forwarded message is stored in the "Sent" folder in your e-mail application. The "Sent" folder is synchronized with your IP Messaging mailbox.
- In Outlook, a copy of the forwarded message is stored in the "Inbox" folder. The "Inbox" folder is synchronized with your IP Messaging mailbox.

Deleting Messages Using IMAP

If you delete a message from message list, the message is marked as deleted. You can restore a message that is marked for deletion on an IMAP server by using "Undelete". You can permanently remove a message by using "Purge Deleted Messages". Once you purge a message, it cannot be recovered.

Moving Messages to Another Folder Using IMAP

If you move a message from one folder to another, folder synchronization with your IP Messaging mailbox depends on the e-mail application.

- In Outlook and Outlook Express, if you move a message from one folder to another folder, the message in the original folder is marked as deleted.
- In Lotus Notes, if you move a message from one folder to another folder, the message is deleted from the original folder.

Create Custom Folders Using IMAP

Custom folders created in Outlook, Outlook Express, or Lotus Notes are synchronized with your IP Messaging mailbox. However, you cannot access custom folders through the Telephone User Interface (TUI). These folders can only be accessed through an e-mail account using IMAP.

Message Settings

IP Messaging allows the following message settings:

- Importance
  - normal
  - high
  - low
- Sensitivity
  - normal

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- personal
- private
- confidential

Searching Messages Using IMAP

The IMAP search function allows you to search messages based on the following criteria:

- Keywords
- Sender
- Subject
- Body content
- Time (Received, Sent, Due, Expires, Created, Modified)
- Sent-To
- Items that are Read or Unread
- Items with or without attachments
- Message importance tagged as Normal, High, or Low
- Message size

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4 Setting up and Using Find Me Follow Me

This chapter describes how to set up and use the Find Me Follow Me (FMFM) feature from the telephone user interface (TUI) and from the web interface. This chapter includes the following topics:

- Find Me Follow Me Overview
- FMFM from the TUI
- FMFM from the Web Interface

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Find Me Follow Me Overview

The FMFM feature enables you to control which callers can access you and how these callers can access you by:

- Allowing all incoming numbers to contact you
- Allowing some incoming number to contact you
- Preventing some incoming numbers from contacting you
- Setting up destination telephone numbers
- Recording a greeting for callers while the system tries to find you (TUI only)

There are two variants of FMFM: basic and advanced.

Basic FMFM features can be configured through the TUI or the web interface. Basic FMFM features include specifying who can contact you, defining the numbers at which you can be reached, recording a greeting, modifying the no answer timeout value, and enabling or disabling FMFM.

For this release, advanced FMFM features must be configured by your administrator. Advanced FMFM features include setting rules and filters that are activated based on defined events and priorities.

FMFM can be enabled as an independent feature (FMFM only) or an add-on to your mailbox (FMFM and mailbox).

FMFM from the TUI

This section describes how to set up basic FMFM from the TUI. You can only configure basic FMFM features from the TUI. Advanced FMFM features must be configured by your administrator.

Accessing FMFM from the TUI and Setting Initial Values

To access FMFM from the TUI and set up FMFM for the first time:

1. Log in to the system by dialing the IP Messaging telephone number or press the **MSG** button on the phone.
2. Enter your mailbox number and password as required.
3. From the TUI Main menu, press **[3]**.

   The system prompts you to specify who is allowed to find you, where they can find you, a FMFM greeting, and a no answer timeout value. The

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no answer timeout value determines how long the system tries to find you at one number before trying the next number.

If you have already set up FMFM and want to change you current settings, see the following section, Modifying FMFM Settings.

Modifying FMFM Settings

Once you have configured FMFM, you can change your current settings (for example, change the phone number where you can be reached).

To modify current FMFM option values.

1. Log in to the system by dialing the IP Messaging telephone number or press the **MSG** button on the phone.
2. Enter your mailbox number and password as required.
3. From the TUI Main menu, press **[3]**.
4. The system prompts with the following options:
   - To enable or disable FMFM, press **[1]**.
   - To change the phone number where you can be reached, press **[3]**.
   - To listen to a summary of current settings, press **[#]**. After listening to the summary you can change any of the following currently configured settings:
     - To specify which callers can reach you, press **[2]**. You can:

       Allow callers from any phone number to find you.

       Allow callers from certain phone numbers to find you.

       Prevent callers from certain phone numbers from finding you.
     - To change the phone number where you can be reached, press **[3]**.
     - To re-record a greeting for callers while the system tries to find you, press **[4]**.
     - To disable the current FMFM setting, press **[5]**.
     - To modify the No Answer Timeout value, press **[6]**.
   - To return to the previous menu, press **[*]**.

FMFM from the Web Interface

This section describes how to set up basic FMFM from the web interface. You can only configure basic FMFM features from the web interface. Advanced FMFM features must be configured by your administrator.

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Accessing FMFM from the Web Interface

This section describes how to access FMFM from the web interface.

1 Access the 3Com IP Messaging Web Provisioning interface (see Accessing the Main Menu).

2 In the Login dialog box, enter your username (or phone number) and your telephone password.

3 Click **Login**.

4 From the Main menu, select **Find Me Follow Me**.

The FMFM Menu appears.

Figure 25 FMFM (Basic) Menu

Find Me Follow Me
1000 Example User1
To change settings select
Allow all calls to contact me.
Allow some calls to contact me.
Exclude some calls from contacting me.
Continue
Simple Find Me Follow Me Feature Has Not Been Edited Yet

From this screen, you can set up the following FMFM functions:

- Allow some or all callers to find you (see Allowing Callers to Find You).
- Prevent callers from finding you (see Preventing Callers from Finding You).

Once specify the callers that can or cannot locate you, enter the phone numbers IP Messaging will use to locate you (see Entering Destination Phone Numbers).

Allowing Callers to Find You

This section describes how to allow all or some callers to find you.

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To allow *all* callers to find you:

1 Access the Find Me Follow Me screen (see Accessing FMFM from the Web Interface).

To allow all callers to find you:

a Select "Allow all calls to contact me".

b Click **Continue**.

The destination screen appears.

c Go to Entering Destination Phone Numbers.

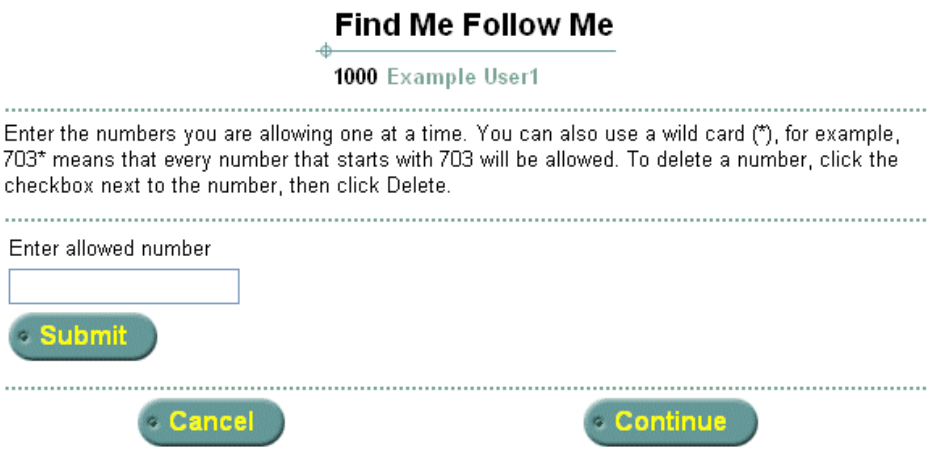
To allow *some* callers to contact you:

a Select "Allow some calls to contact me".

b Click **Continue**.

The Find Me Follow Me Allowed Numbers screen appears.

Figure 26 FMFM Allowed Numbers Screen


Find Me Follow Me
1000 Example User1
Enter the numbers you are allowing one at a time. You can also use a wild card (*), for example, 703* means that every number that starts with 703 will be allowed. To delete a number, click the checkbox next to the number, then click Delete.
Enter allowed number
Submit
Cancel
Continue

2 Enter the allowed number, then click **Submit**.

The screen refreshes and now contains the number you added.

To delete an allowed phone number, click the checkbox next to the number, then click **Delete**.

3 Enter all the allowed phone numbers and click **Submit** after each entry.

4 When you finish entering allowed numbers, click **Continue**.

The Destination screen appears.

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5 Go to Entering Destination Phone Numbers.

Preventing Callers from Finding You

This section describes how to prevent callers from finding a user.

To prevent callers from finding a user:

1 Access the Find Me Follow Me screen (see Accessing FMFM from the Web Interface).

2 Select "Exclude some calls from contacting me".

3 Click **Continue**.

The Find Me Follow Me Exclude Numbers screen appears.

Figure 27 FMFM Exclude Numbers Screen

Find Me Follow Me
1000 Example User1
Enter the numbers you are excluding one at a time. You can also use a wild card (*), for example, 703* means that every number that starts with 703 will be excluded. To delete a number, click the checkbox next to the number, then click Delete.
Enter excluded number
Submit
Cancel
Continue

4 Enter a phone number that you want to exclude.

5 Click **Submit**.

The screen refreshes and now contains the number you added.

To delete an excluded phone number, click the checkbox next to the number, then click **Delete**.

6 Enter all the phone numbers you want to exclude and click **Submit** after each entry.

7 When you finish entering excluded numbers, click **Continue**.

The Destination screen appears.

8 Go to Entering Destination Phone Numbers.

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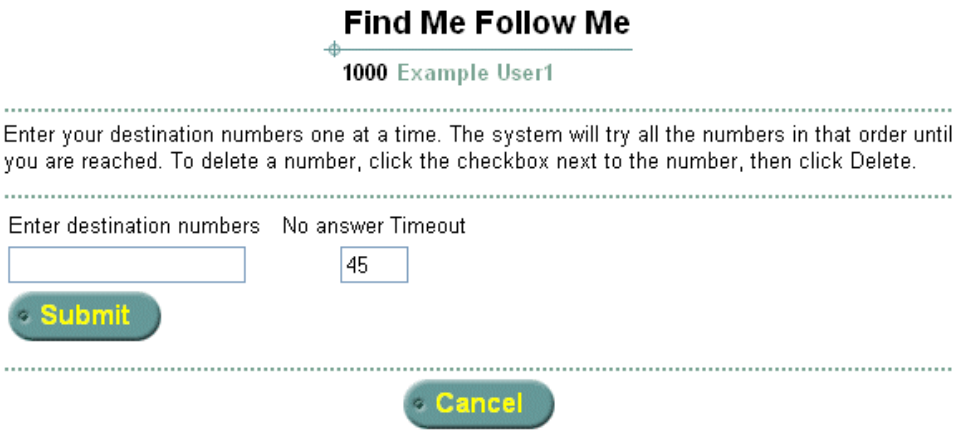
Entering Destination Phone Numbers

After you have specified the callers who are allowed or prevented from reaching you, specify the phone numbers where you can be reached (destination phone numbers). When forwarding a call, IP Messaging uses the numbers in the order in which you enter them.

On the Find Me Follow Me Destination screen:

1. Enter the first number you want IP Messaging to try when attempting to find you.
2. Click **Submit**.

Figure 28 FMFM Destination Screen


Find Me Follow Me
1000 Example User1
Enter your destination numbers one at a time. The system will try all the numbers in that order until you are reached. To delete a number, click the checkbox next to the number, then click Delete.
Enter destination numbers
No answer Timeout
45
Submit
Cancel

The screen refreshes and now contains the number you added.

To delete a destination phone number, click the checkbox next to the number, then click **Delete**.

3. Enter all the phone numbers, one at a time, you want IP Messaging to try when attempting to find you and click **Submit** after each entry.
4. Enter a value, in seconds, in the **No Answer Timeout** field. This value determines how long the system tries a number before trying the next number in the list. This value applies to all entered numbers. In other words, you cannot specify 30 seconds for one number and 45 seconds for another number.

   Note that the **No Answer Timeout** value should be *less* than the no answer timeout value configured on the phone (through the VCX V7000 User Interface). The no answer timeout value determines how long a telephone rings before the system forwards unanswered calls (for example, to voice mailbox). If the **No Answer Timeout** value is more

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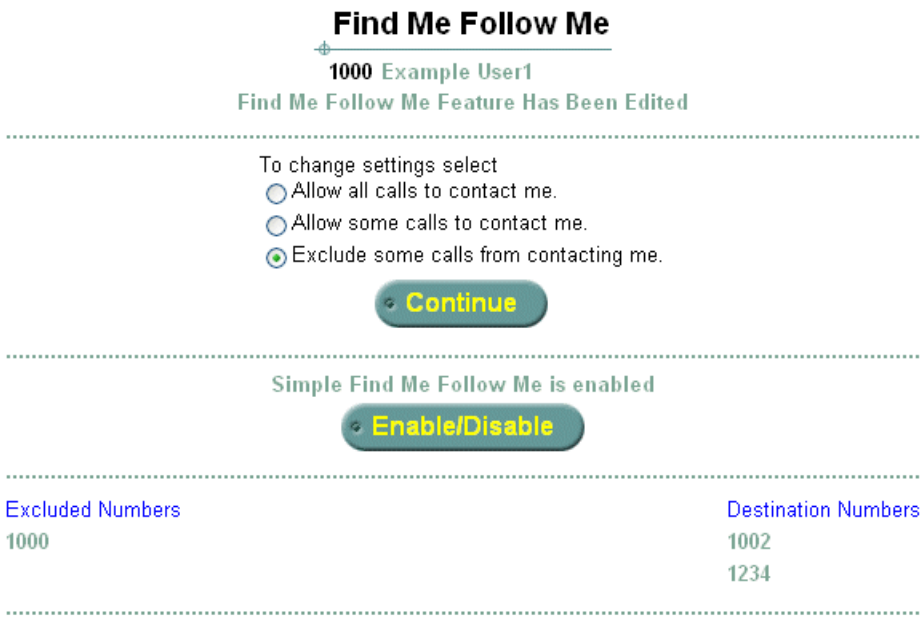
than the no answer timeout value configured on the phone, FMFM will access the phone's voice mailbox and not try the next number is the FMFM sequence.

5 When you finish entering destination numbers, click **Finish**.

The main FMFM screen appears. The screen indicates that FMFM is enabled and displays the current configuration. Figure 29 show an example of a FMFM configuration.

Figure 29 FMFM Final Screen



Logout To log out of the system, from the Main menu, click **Logout**.

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